CSS  Making Change Happen

“A Five Step Process for Successful Change Implementation”

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Preface

• Acknowledge Reality - Getting from Concept to Practice
• Act on Reality - Integrate the “Hard and the Soft” Sides of Change
• Acknowledge the Inevitability of Pain
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Step 1 – Crafting the Message

- *Evolutionary v. Revolutionary Origin*
- *External v. Internal Ownership*
- *Negotiable v. Non-Negotiable Input*
- *Emphasize Confidence via Success*
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Step 2 – Communicating CSS

• Plan the Communication Process
• Customize the Content to the Audience
• Acknowledge the Selfishness of the Information Receiver(s)
• Practice the 5-4-1 Rule
• Tolerate Venting
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Step 3 – Getting Alignment

• Governor and the Governor’s Staff Awareness/Endorsement

• Community Integration

• Executive Team Support

• Middle Management Compliance

• Support Units Facilitation
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Step 4 – Making Change a Reality

• Practice Commitment Charting
• Appoint a Change Manager
• Pursue Low Hanging Fruit
• Abandon Controversial Nonessentials
• Highlight Incremental Successes
• Resort to Coercion
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Step 5 – M, M & E Reality

• Emphasize Performance Metrics
• Emphasize Change Process Metrics
• Make Interim Modifications
• Reassign Key Personnel
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“Oftentimes we begin the process of change by looking forward to the time when it will all be over and we can go back to doing our real jobs.”
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Not so with CSS

We need a cultural change to be successful in implementing a new reality
Contact Information

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